

Transcript: Pamela

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Full Transcript

... card. This is Pamela speaking. How may I help you? Hi. Excuse me. Hi. Um, I recently signed up for benefits and a card. I got the activation email. I received a confirmation activation email and then my login hasn't worked. Um, and now I, it says my account is disabled. I tried to reset my password- Okay. ... prior to that happening. I never got the email to reset the password, so I'm not sure what's going on. Okay. And who you say you work for? I'm sorry? Who do you work for? It's called Creative Circle. Keywords. May I have the, the last four digits of the Social? 2425. ... 425. Your first and last name, ma'am? Kathleen Kennedy. You said Creative Circle, 2425? 2425, yeah. Kathleen Kennedy? I'm sorry, hold on a second. I think it's 2325, rather. My bad. 2325, okay. Yes. Uh, Kathleen Kennedy, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. 3005 Cedar Crest Drive, McKinney, Texas 75070-101874. All right. All right. So we have a phone number of 505-755-5955. Mm-hmm. Okay. At kennedypublicrelationsemail.com. Yep. Yeah, I see that you are, um, enrolled and... But this week we didn't receive the premium from Creative Circle. Okay. You haven't received your ID card either, right? No, I don't have anything and yeah, I have, already have medical expenses. I have no idea how to submit anything. I can't get into the portal. I don't know what like... So far it's not working too well for me. Well, I will have to send an email to our, um, IT department so they could, um, like reset it and then you could create the, the account. Uh, when it comes to your ID card, if you would like, I could send you a digital one, because actually depending you have, the carrier, they do not send physical cards. I could request one for you though, um, but I could send the digital one now to your email. Yeah, that's great. I need something for sure. All right. Okay. So bear, uh, with me. Let me create a brief while creating, um, all the information that I need to send to you. Hmm. Thank you. Yes, sorry. Yes. Thank you for holding. I'll proceed to email you the ID card and, um...It takes you something as well. It might go there. Oh, I got it. You got it? Mm-hmm. I'm going to request that they send out to you. Okay. And also that, um, that they reset your password and that you could get, like, reset the account so you can create a new one. And it usually takes 24 to 48 hours, um, for you to get back in. For... So they're going to reset my password, or...? Um, I mean, they're going to... Pretty much it's like erasing the account and so you could re-register. Um- Oh. ... and then you... went over your email to get a new password. Okay. Because I already... Like, I've already been in there, set up my beneficiary, et cetera. I don't think that, um, any of that is going to change. It's just your information to get in. Yeah, I see that you have Brian Edward Kennedy- Mm-hmm. ... as spouse. Yeah. All that is going to stay the same. Okay. Okay, and then... Great. Thank you for that. That's helpful. Uh-huh. Anything else? Um, yeah. Just... I am unclear how I'm supposed to submit claims. Is there... Is that part of the portal? I didn't... When I was in the portal, I didn't see anything related to submitting a claim. Okay, so all you- It was just go to, like, find a

provider and it took me only to urgent care providers. So yeah, \$1,000. On the ID card that I sent you- Uh-huh. ... um, let me... And yeah, I see a PO Box. Is... We're doing this by mail or...? I mean, you don't have to submit the claim if the doctor is doing it. If you already, uh, already have, uh, the doctor, you could do it by mail. But you could call, um, your carrier which is APL and... So that 800 number, 256-8606, and they will assist you with the claim. Uh, where is that? Oh, oh, oh, I see. APL, okay, I got it. \$1,500. Okay. So- Yeah, they could... Okay. So basically, you guys are not the provider. It's, you're just the facilitator. No. Yes. We are still \$1,700- Okay. ... for the health... Oh, for the staffing agency. Okay, got it. Okay, so medical benefits are good. Mm-hmm. Okay, that makes more sense. Okay, thank you. All right. Thank you. And then I guess I'll just wait for the update for the portal. Mm-hmm. All right, thanks a bunch. All right, thank you for giving us a call. Have a good rest of the day. You too, bye-bye.

Conversation Format

Speaker speaker_0: ... card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Excuse me. Hi. Um, I recently signed up for benefits and a card. I got the activation email. I received a confirmation activation email and then my login hasn't worked. Um, and now I, it says my account is disabled. I tried to reset my password-

Speaker speaker_0: Okay.

Speaker speaker_1: ... prior to that happening. I never got the email to reset the password, so I'm not sure what's going on.

Speaker speaker_0: Okay. And who you say you work for?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Who do you work for?

Speaker speaker_1: It's called Creative Circle. Keywords.

Speaker speaker_0: May I have the, the last four digits of the Social?

Speaker speaker_1: 2425.

Speaker speaker_0: ... 425. Your first and last name, ma'am?

Speaker speaker_1: Kathleen Kennedy.

Speaker speaker_0: You said Creative Circle, 2425?

Speaker speaker_1: 2425, yeah.

Speaker speaker_0: Kathleen Kennedy?

Speaker speaker_1: I'm sorry, hold on a second. I think it's 2325, rather. My bad.

Speaker speaker_0: 2325, okay. Yes. Uh, Kathleen Kennedy, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 3005 Cedar Crest Drive, McKinney, Texas 75070-101874.

Speaker speaker_0: All right. All right. So we have a phone number of 505-755-5955.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. At kennedypublicrelationsemail.com.

Speaker speaker_1: Yep.

Speaker speaker_0: Yeah, I see that you are, um, enrolled and... But this week we didn't receive the premium from Creative Circle.

Speaker speaker_1: Okay.

Speaker speaker_0: You haven't received your ID card either, right?

Speaker speaker_1: No, I don't have anything and yeah, I have, already have medical expenses. I have no idea how to submit anything. I can't get into the portal. I don't know what like... So far it's not working too well for me.

Speaker speaker_0: Well, I will have to send an email to our, um, IT department so they could, um, like reset it and then you could create the, the account. Uh, when it comes to your ID card, if you would like, I could send you a digital one, because actually depending you have, the carrier, they do not send physical cards. I could request one for you though, um, but I could send the digital one now to your email.

Speaker speaker_1: Yeah, that's great. I need something for sure.

Speaker speaker_0: All right. Okay. So bear, uh, with me. Let me create a brief while creating, um, all the information that I need to send to you.

Speaker speaker_1: Hmm.

Speaker speaker_0: Thank you.

Speaker speaker_2: Yes, sorry.

Speaker speaker_1: Yes.

Speaker speaker_2: Thank you for holding. I'll proceed to email you the ID card and, um...

Speaker speaker_0: It takes you something as well. It might go there.

Speaker speaker_1: Oh, I got it.

Speaker speaker_0: You got it?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I'm going to request that they send out to you.

Speaker speaker_1: Okay.

Speaker speaker_0: And also that, um, that they reset your password and that you could get, like, reset the account so you can create a new one. And it usually takes 24 to 48 hours, um, for you to get back in.

Speaker speaker_1: For... So they're going to reset my password, or...?

Speaker speaker_0: Um, I mean, they're going to... Pretty much it's like erasing the account and so you could re-register. Um-

Speaker speaker_1: Oh.

Speaker speaker_0: ... and then you... went over your email to get a new password.

Speaker speaker_1: Okay. Because I already... Like, I've already been in there, set up my beneficiary, et cetera.

Speaker speaker_0: I don't think that, um, any of that is going to change. It's just your information to get in. Yeah, I see that you have Brian Edward Kennedy-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... as spouse. Yeah. All that is going to stay the same.

Speaker speaker_1: Okay. Okay, and then... Great. Thank you for that. That's helpful.

Speaker speaker_0: Uh-huh. Anything else?

Speaker speaker_1: Um, yeah. Just... I am unclear how I'm supposed to submit claims. Is there... Is that part of the portal? I didn't... When I was in the portal, I didn't see anything related to submitting a claim.

Speaker speaker_0: Okay, so all you-

Speaker speaker_1: It was just go to, like, find a provider and it took me only to urgent care providers. So yeah, *f*1,000.

Speaker speaker_0: On the ID card that I sent you-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... um, let me...

Speaker speaker_1: And yeah, I see a PO Box. Is... We're doing this by mail or...?

Speaker speaker_0: I mean, you don't have to submit the claim if the doctor is doing it. If you already, uh, already have, uh, the doctor, you could do it by mail. But you could call, um, your carrier which is APL and... So that 800 number, 256-8606, and they will assist you with the claim.

Speaker speaker_1: Uh, where is that? Oh, oh, oh, I see. APL, okay, I got it. *f*1,500. Okay. So-

Speaker speaker_0: Yeah, they could...

Speaker speaker_1: Okay. So basically, you guys are not the provider. It's, you're just the facilitator.

Speaker speaker_0: No. Yes. We are still \$1,700-

Speaker speaker_1: Okay.

Speaker speaker_0: ... for the health... Oh, for the staffing agency.

Speaker speaker_1: Okay, got it. Okay, so medical benefits are good.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, that makes more sense. Okay, thank you.

Speaker speaker_0: All right. Thank you.

Speaker speaker_1: And then I guess I'll just wait for the update for the portal.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right, thanks a bunch.

Speaker speaker_0: All right, thank you for giving us a call. Have a good rest of the day.

Speaker speaker_1: You too, bye-bye.